

IN THE CLAIMS:

Please amend the claims as follows.

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1. (Currently Amended) An apparatus to unblock a security device issued to an end user, comprising:
  - an unblocking service for establishing a secure gateway;
  - a client-side ~~applet~~ transfer agent for securely transferring information among the unblocking service, the end user, and the security device; and
  - an agent-side ~~applet~~ transfer agent for securely transferring information between the unblocking service and a security agent.
2. (Original) The apparatus of claim 1, wherein the security agent unblocks the security device from a remote location.
3. (Currently Amended) The apparatus of claim 1, wherein an end user identifier and a password pair is presented by the end user for the client-side transfer agent ~~applet~~ to connect to the unblocking service.
4. (Currently Amended) The apparatus of claim 1, wherein an authentication process is performed for every transfer between the client-side transfer agent ~~applet~~ and the unblocking service.
5. (Original) The apparatus of claim 1, wherein the end user is remote.
6. (Original) The apparatus of claim 1, wherein the security device is a smart card.
7. (Original) The apparatus of claim 1, wherein the apparatus is accessible via a web interface.
8. (Original) The apparatus of claim 3, wherein the end user identifier is an e-mail address.

9. (Currently Amended) The apparatus of claim 1, further comprising:
- an Unblock Authorization Code (UAC) securely transferred from the agent-side transfer agent applet and the client-side transfer agent applet to the unblocking service; and
  - an Unblock Code (UBC) securely transferred from the unblocking service to the client-side transfer agent applet;
- wherein, the client-side transfer agent applet uses the UBC to unblock the security device.
10. (Currently Amended) The apparatus of claim 9, further comprising:
- the client-side transfer agent applet set to check at a configurable frequency for determining that the UAC is generated.
11. (Original) The apparatus of claim 9, wherein the UAC is accepted upon correlation of an end user identifier and a security device identifier.
12. (Original) The apparatus of claim 11, wherein the security device identifier is a serial number.
13. (Original) The apparatus of claim 11, wherein the end user identifier is an e-mail address.
14. (Currently Amended) The apparatus of claim 9, wherein the UBC is provided by the unblocking service to the client-side transfer agent applet after correlation of an end user identifier, a password pair, and a security device identifier.
15. (Original) The apparatus of claim 14, wherein the security device identifier is a serial number.
16. (Original) The apparatus of claim 14, wherein the end user identifier is an e-mail

address.

17. (Currently Amended) An apparatus to unblock a security device issued to an end user, comprising:

an unblocking service for establishing a secure gateway;  
a client-side ~~applet~~ transfer agent for securely transferring information among the unblocking service, the end user, and the security device;  
an agent-side ~~applet~~ transfer agent for securely transferring information between the unblocking service and a security agent;  
an Unblock Authorization Code (UAC) securely transferred from the agent-side transfer agent ~~applet~~ and the client-side transfer agent ~~applet~~ to the unblocking service;  
an Unblock Code (UBC) securely transferred from the unblocking service to the client-side transfer agent ~~applet~~; and  
the client-side transfer agent ~~applet~~ set to check at a configurable frequency for determining that the UAC is generated;  
wherein, the client-side transfer agent ~~applet~~ uses the UBC to unblock the security device.

18. (Currently Amended) A method of unblocking a security device issued to an end user by a security agent, comprising:

establishing a secure gateway by an unblocking service;  
transferring information among the unblocking service, the end user, and the security device ~~by a client-side applet~~ in a secure manner; and  
transferring information between the unblocking service and the security agent ~~by an agent-side applet~~ in a secure manner.

19. (Original) The method of claim 18, wherein the security agent unblocks the security device from a remote location.

20. (Original) The method of claim 18, wherein the end user is remote.

21. (Original) The method of claim 18, wherein the security device is a smart card.
22. (Currently Amended) The method of claim 18, further comprising:  
presenting an end user identifier and a password pair by the end user for a client-side transfer agent applet to connect to the unblocking service.
23. (Currently Amended) The method of claim 18, further comprising:  
performing an authentication process for every transfer between a client-side ~~applet~~ transfer agent and the unblocking service.
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24. (Currently Amended) The method of claim 18, further comprising:  
transferring an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet to the unblocking service;  
supplying the UAC to the end user by the security agent;  
applying the UAC to a client-side transfer agent applet by the end user;  
transferring the UAC securely from the client-side transfer agent applet to the unblocking service;  
verifying the UAC transferred by the client-side transfer agent applet and the agent-side transfer agent applet match;  
transferring an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet; and  
unblocking the security device ~~by the client-side applet~~ using the UBC.
25. (Currently Amended) The method of claim 24, further comprising:  
checking at a configurable frequency to determine whether the UAC is generated ~~by a client-side applet~~.
26. (Original) The method of claim 24, further comprising:  
correlating an end user identifier and security device identifier prior to acceptance of the UAC.

27. (Currently Amended) The method of claim 24, further comprising:

providing the UBC by the unblocking service to the client-side transfer agent applet after correlation of an end user identifier, a password pair, and a security device identifier.

28. (Currently Amended) A method of unblocking a security device issued to an end user by a security agent, comprising:

establishing a secure gateway by an unblocking service;  
transferring information among the unblocking service, the end user, and the security device ~~by a client-side applet~~ in a secure manner;  
transferring information between the unblocking service and the security agent ~~by an agent-side applet~~ in a secure manner;  
presenting an end user identifier and a password pair by the end user for a client-side transfer agent applet to connect to the unblocking service;  
performing an authentication process for every transfer between the client-side transfer agent applet and the unblocking service;  
transferring an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet to the unblocking service;  
supplying the UAC to the end user by the security agent;  
applying the UAC to the client-side applet by the end user;  
transferring the UAC securely from the client-side transfer agent applet to the unblocking service;  
verifying the UAC transferred by the client-side transfer agent applet and the agent-side transfer agent applet match through the unblocking service;  
transferring an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet;  
unblocking the security device ~~by the client-side applet~~ using the UBC;  
checking at a configurable frequency to determine whether the UAC is generated ~~by the client-side applet~~;

correlating the end user identifier and a security device identifier prior to acceptance of the UAC; and  
providing the UBC by the unblocking service to the client-side transfer agent applet after correlation of the end user identifier, the password pair, and the security device identifier.

29. (Currently Amended) A method of unblocking a security device issued to an end user using a security agent, comprising:

gathering information from the end user and the security device;  
verifying the information gathered from the end user and the security device;  
contacting the security agent by the end user;  
supplying end user information verbally to the security agent;  
verifying identity of the end user by the security agent using an identity verification mechanism  
generating an Unblock Authorization Code (UAC) ~~by an agent-side applet~~;  
delivering the UAC to an unblocking service ~~by the agent-side applet~~;  
storing the UAC against a security device record in a directory service;  
supplying the UAC from the security agent to the end user;  
applying the UAC to a client-side transfer agent applet by the end user;  
delivering the UAC securely from the client-side transfer agent applet to the unblocking service;  
verifying the UAC of the client-side transfer agent applet and an agent-side transfer agent applet match through the unblocking service;  
requesting an Unblock Code (UBC) from the directory service;  
unblocking the security device by transferring the UBC from the directory service to the client-side transfer agent applet.

30. (Original) The method of claim 29, wherein the security device identifier is a serial number.

31. (Original) The method of claim 29, wherein the end user identifier is an e-mail

address.

32. (Currently Amended) The method of claim 29, further comprising:  
gathering information from the end user using the client-side transfer agent  
applet; and  
gathering information from the security device using the client-side transfer agent  
applet.
33. (Currently Amended) The method of claim 29, further comprising:  
generating a new UBC ~~by the client-side applet~~;  
setting the security device to the new UBC; and  
delivering the new UBC to the directory service.
34. (Original) The method of claim 29, further comprising:  
verifying the security device is not already permanently blocked.
35. (Currently Amended) A method of unblocking a security device issued to an end user  
using a security agent, comprising:  
gathering information from the end user and the security device;  
verifying the information gathered from the end user and the security device;  
contacting the security agent by the end user;  
supplying end user information to the security agent;  
verifying identity of the end user by the security agent using an identity  
verification mechanism;  
generating an Unblock Authorization Code (UAC) ~~by an agent-side applet~~;  
transferring the UAC to an unblocking service;  
storing the UAC against a security device record in a directory service;  
transferring the UAC to an unblocking service ~~by the agent-side applet~~;  
storing the UAC against a security device record in a directory service;  
supplying the UAC from the security agent to the end user;  
applying the UAC to a client-side transfer agent ~~applet~~ by the end user;

delivering the UAC securely from the client-side transfer agent applet to the unblocking service;  
verifying the UAC transferred by the client-side transfer agent applet and an agent-side transfer agent ~~applet~~ match through the unblocking service;  
requesting an Unblock Code (UBC) from the directory service;  
unblocking the security device by transferring the UBC from the directory service to the client-side transfer agent applet;  
gathering information from the end user using the client-side transfer agent applet;  
gathering information from the security device using the client-side transfer agent applet;  
generating a new UBC ~~by the client-side applet~~;  
setting the security device to the new UBC;  
delivering the new UBC to the directory service; and  
verifying the security device is not already permanently blocked.

36. (Currently Amended) A computer system adapted to unblock a security device issued to an end user, comprising:
- a processor;
  - a memory, and
  - software instructions for enabling the computer under control of the processor, to
    - establish a secure gateway by an unblocking service;
    - transfer information among the unblocking service, the end user, and the security device ~~by a client-side applet~~ in a secure manner;
    - transfer information between the unblocking service and a security agent ~~by an agent-side applet~~ in a secure manner;
    - transfer an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet and a client-side transfer agent applet to the unblocking service;
    - transfer an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet; and



unlock the security device ~~by the client-side applet~~ using the UBC.

37. (Currently Amended) An apparatus for unblocking a security device issued to an end user using a security device, comprising:

means for establishing a secure gateway by an unblocking service;

means for transferring information among the unblocking service, the end user, and the security device ~~by a client-side applet~~ in a secure manner;

means for transferring information between the unblocking service and a security agent ~~by an agent-side applet~~ in a secure manner;

means for transferring an Unblock Authorization Code (UAC) securely from an agent-side transfer agent ~~applet~~ and a client-side transfer agent ~~applet~~ to the unblocking service;

means for transferring an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent ~~applet~~; and

means for unblocking the security device ~~by the client-side applet~~ using the UBC.

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